



## City of Austin - JOB DESCRIPTION



### Animal Service Customer Care Representative Senior

<b>FLSA:</b>	Standard/Non-Exempt	<b>EEO Category:</b>	(60) Admin/Supp
<b>Class Code:</b>	10500	<b>Salary Grade:</b>	JS2
<b>Approved:</b>		<b>Last Revised:</b>	May 07, 2010

#### Purpose:

Under general supervision, responsible for researching customer questions, complaints, and billing inquiries with the highest degree of courtesy and professionalism to facilitating processes and documentation to resolve customer issues with one call resolution.

#### Duties, Functions and Responsibilities:

Essential duties and functions, pursuant to the Americans with Disabilities Act, may include the following. Other related duties may be assigned.

1. Advise and respond to complex customer inquiries regarding services, ordinances, and procedures related to sheltered animals and general animal welfare. Communicate with customers in person and receive and respond to customer inquiries via email, fax, or phone.
2. Assist with managing and maintaining product inventory and advanced data entry
3. Process customer and animal transaction corrections to customer accounts using various databases and software applications.
4. Research and analyze complex customer activity and animal information to explain animal availability, service timelines and fees.
5. Accurately create, update and maintain electronic records associated with customers, activities and animals.
6. Safely and humanely handle animals for purposes of intake, inventory, behavioral assessments, environmental enrichment and promotional events.
7. Adhere to disease management and safety protocols.
8. Provides training and technical assistance to employees.
9. Assign and prioritize daily tasks in order to meet daily customer demands. Monitor assignments to ensure completion.
10. Assist with coordinating foster care project and other special projects as assigned.
11. Balance cash drawer by counting cash at beginning and end of work shift.

#### Responsibilities - Supervisor and/or Leadership Exercised:

May provide leadership, work assignments, evaluation, training, and guidance to others.

#### Knowledge, Skills, and Abilities:

Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Knowledge of good customer relations practices.

Skill in handling multiple tasks and prioritizing

Skill in oral and written communication.

Skill in handling conflict and uncertain situations.

Skill in information analysis and problem solving

Skill in using computers and related software applications

Skill in observation and classification of animals

Ability to quickly recognize and interpret animal signaling

Ability to work with frequent interruptions and changes in priorities.

Ability to establish and maintain effective communication and working relationships with city employees and the public include in all Animal Shelter JD's.

Ability to make change for cash accurately

Ability to coach, train and provide technical assistance to others.

Ability to establish and maintain effective communication and working relationships with city employees and the public.

#### Minimum Qualifications:

Graduation from High School or equivalent, plus two (2) years of experience in customer service.

#### Licenses and Certifications Required:

None

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.